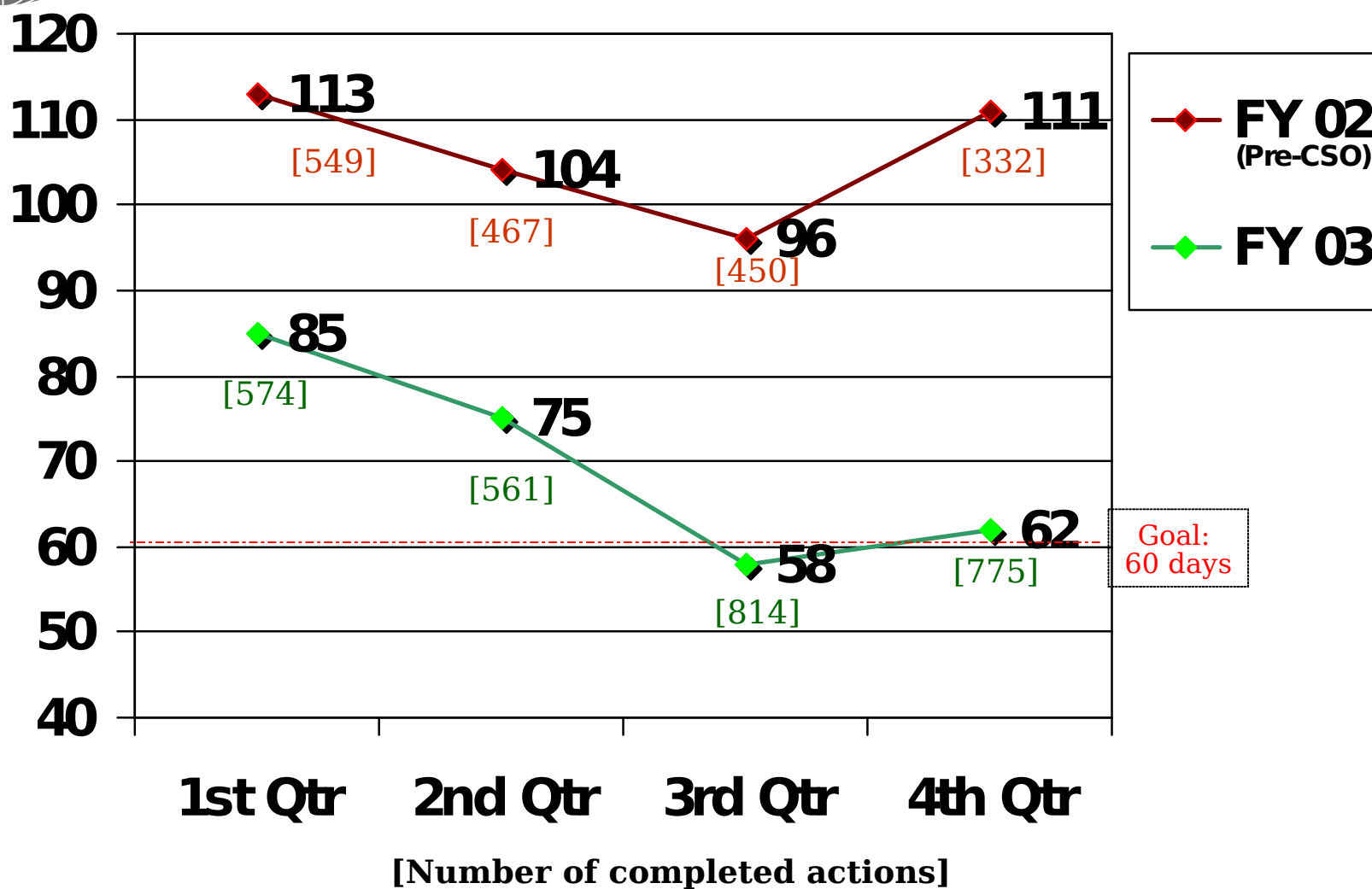




DLA Fill Time DHRC



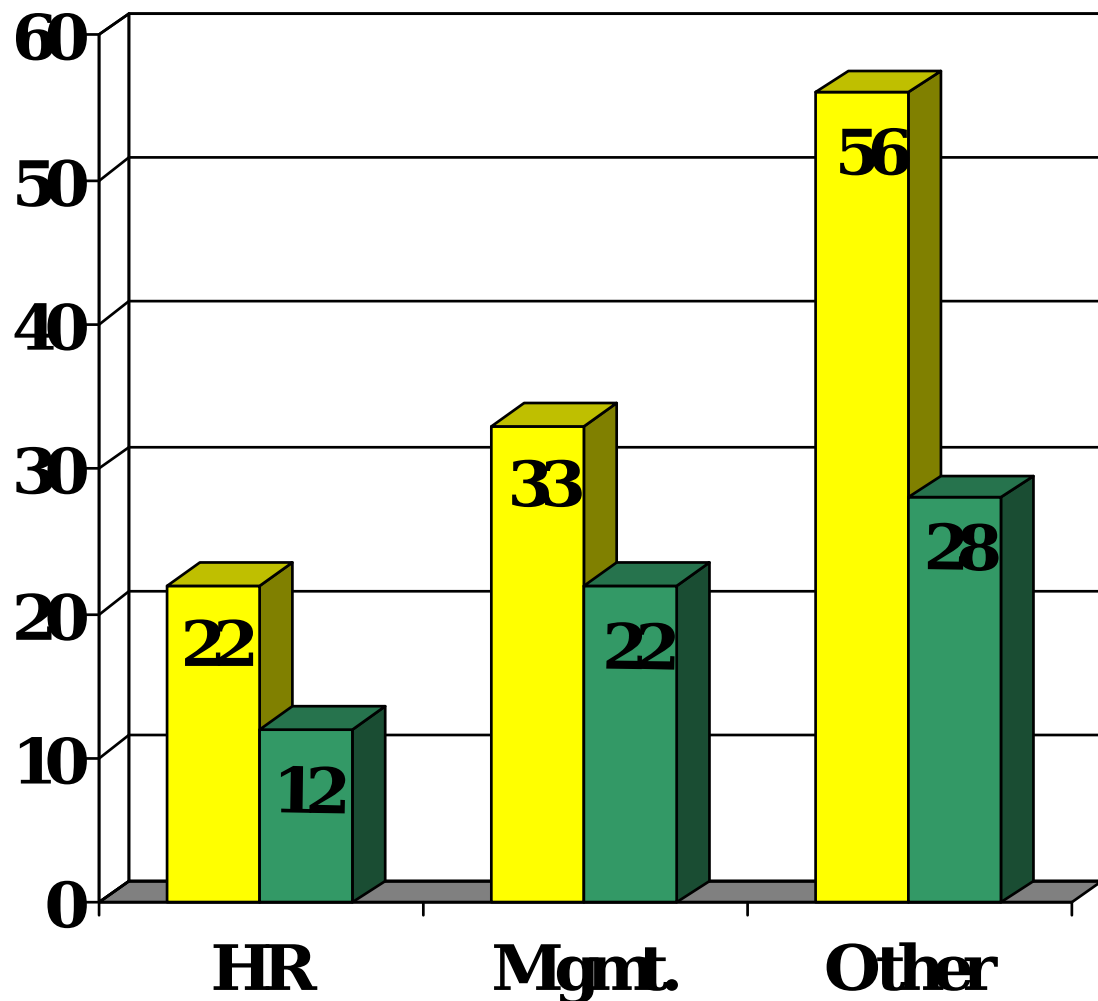


DLA Fill Time

4th Qtr FY 02/4th Qtr FY 03

Time Breakout

Average # Days - HRO to EOD



■ **Pre-CSO, 4th Qtr FY 02**
■ **CSOC, 4th Qtr FY 03**

Other*

JOA Open Time

Release Date

Physical Exams

Drug Test

PCS Travel

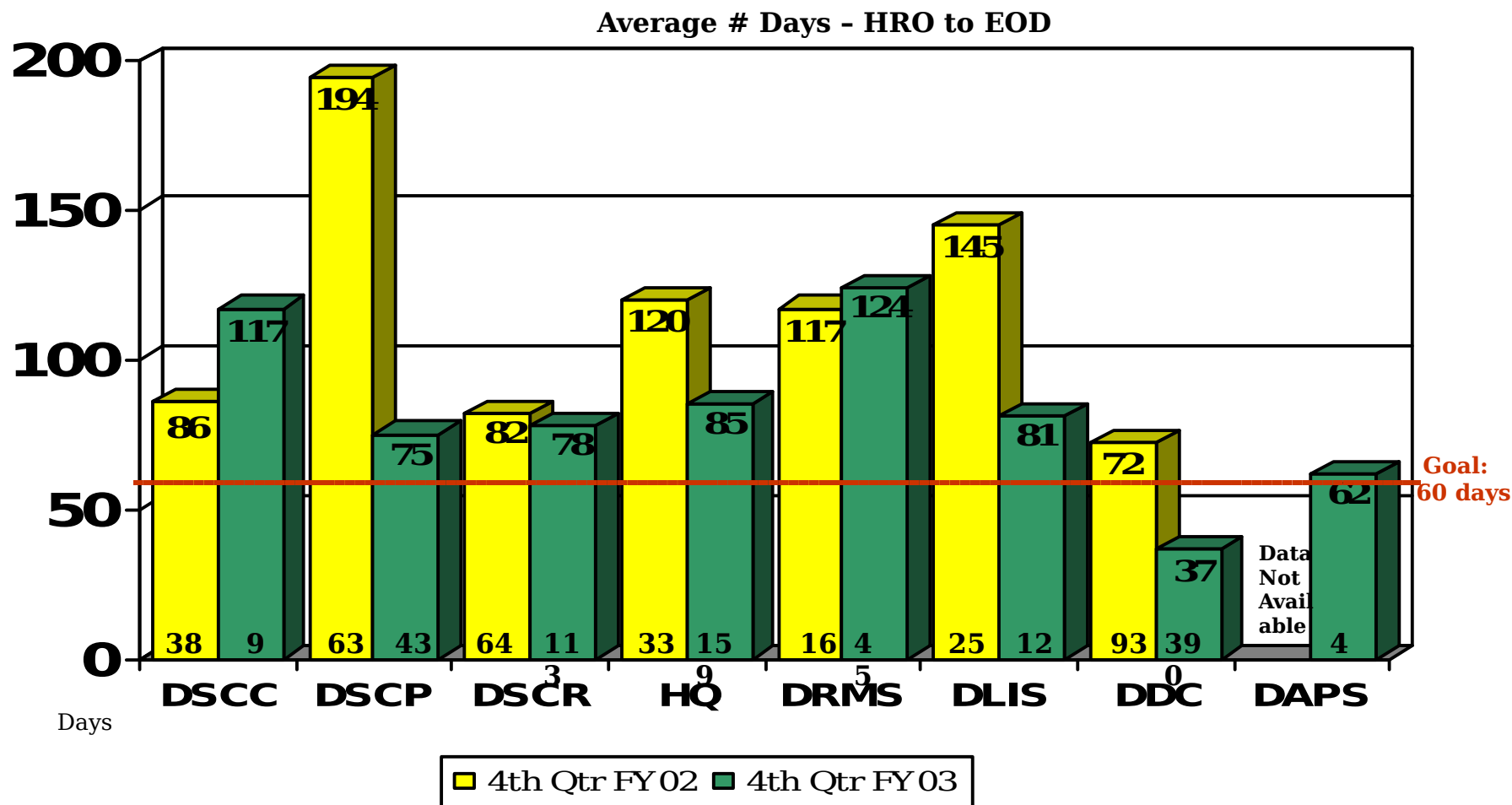
Security



DLA Fill Time

4th Qtr FY 02/4th Qtr FY 03

by Activity

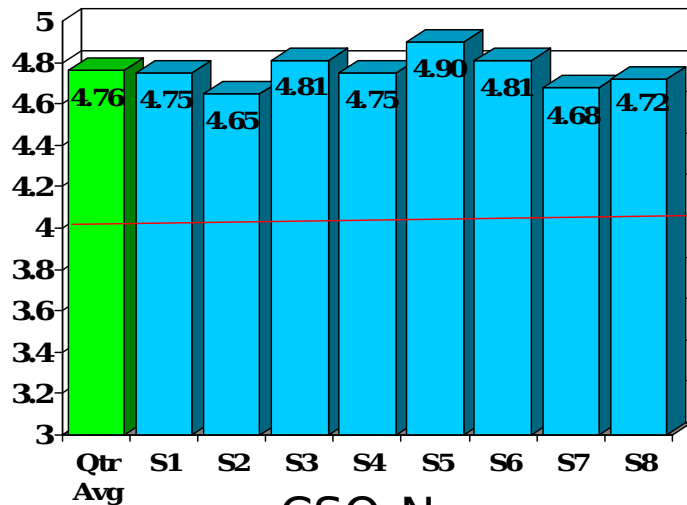


Number of completed actions shown at the bottom of each column.

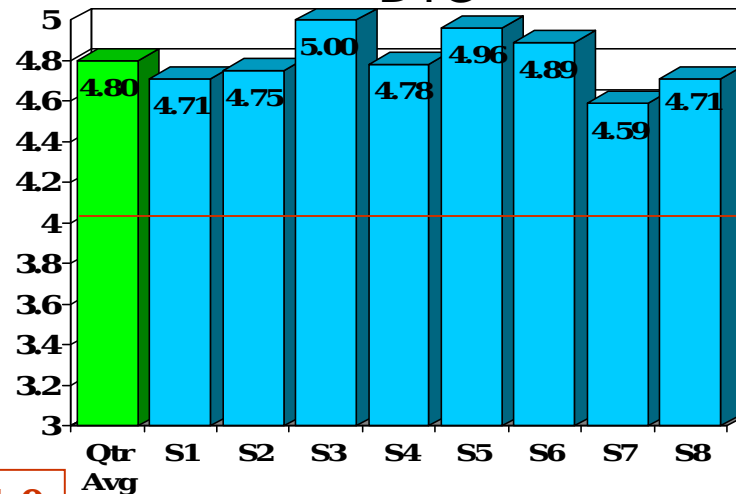


Call Back Survey Results 4th Quarter FY 03

CSO

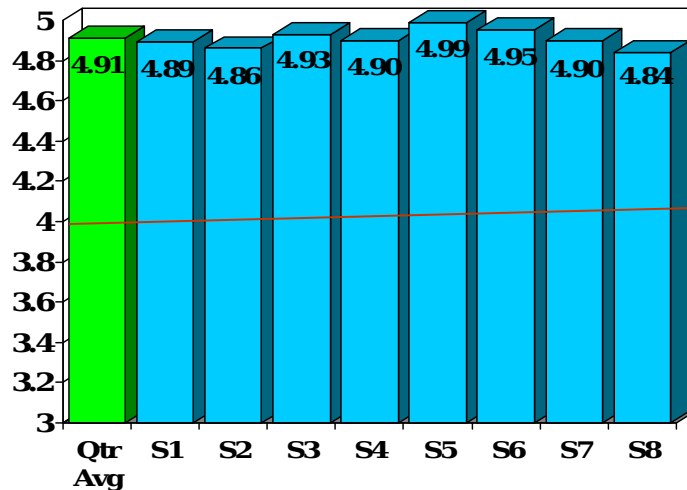


DTC

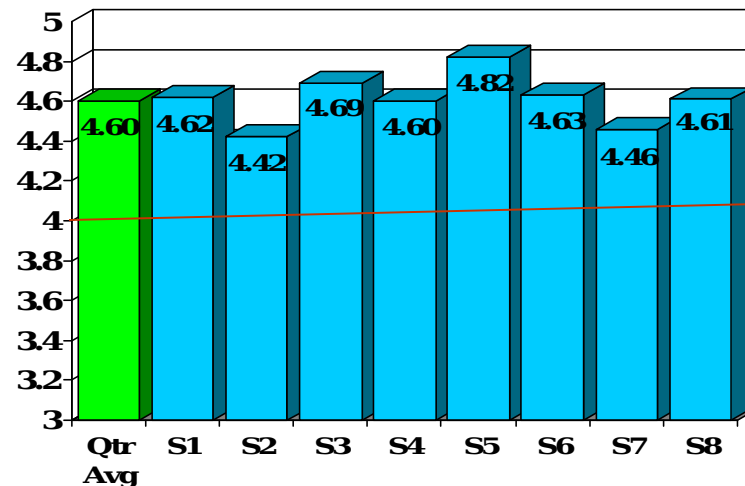


Goal: 4.0

CSO-N



CSO-C



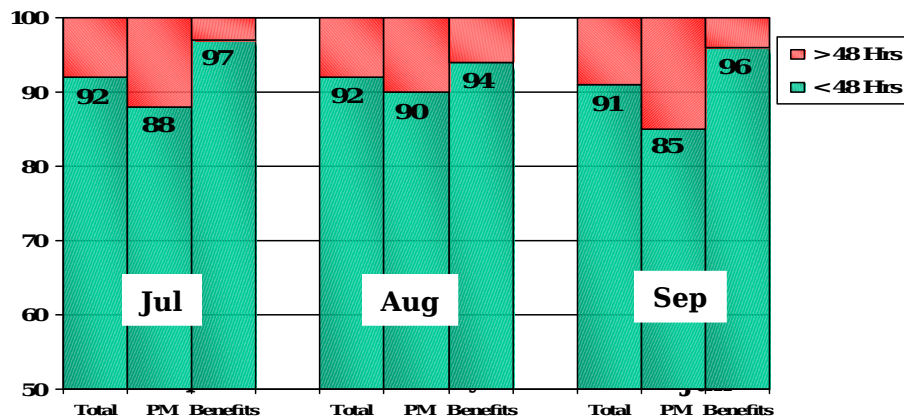


48 Hr Metrics

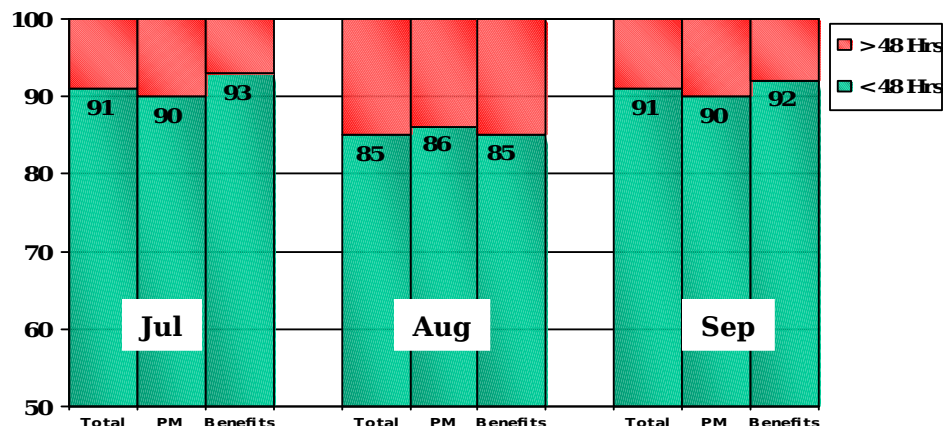
Completed Customer Requests

4th Qtr FY 03

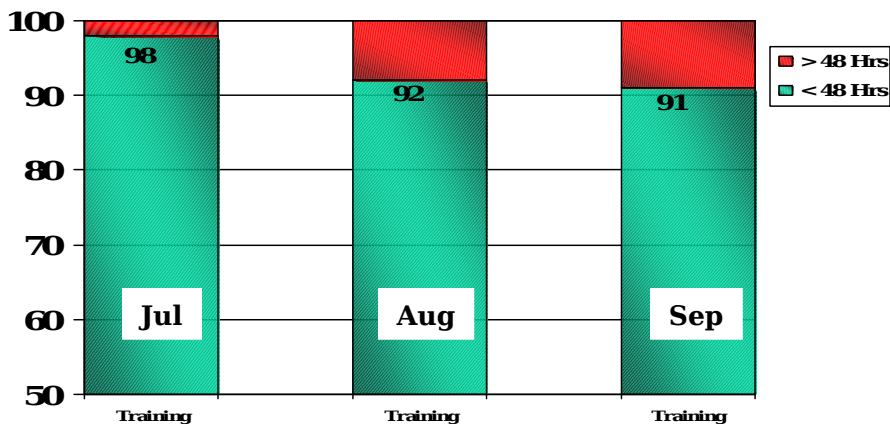
CSO-N



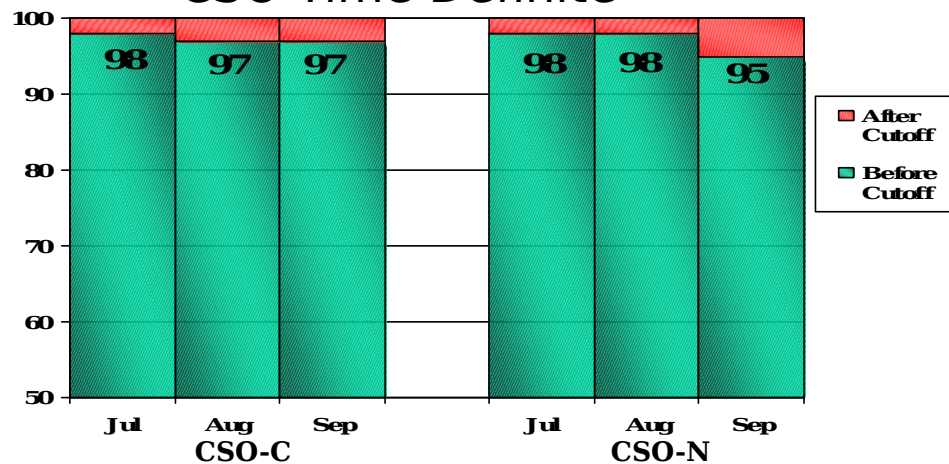
CSO-C



DTC



CSO Time Definite

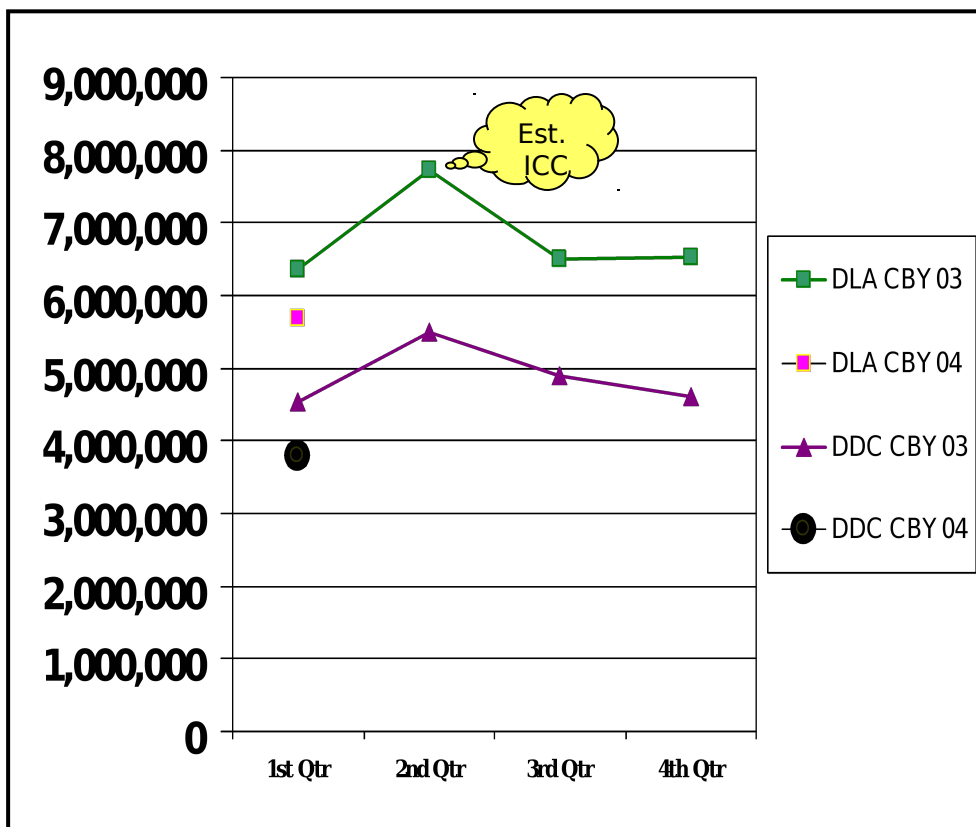




Workers' Compensation Costs & Savings

Charge Back Year (July - June)

DLA Workers' Comp Cost



DDC CBY 03 1st QTR \$4,543,758
\$6,354,031
DDC CBY 04 1st QTR \$3,788,414
\$5,686,098

DLA CBY 03 1st QTR
DLA CBY 04 1st QTR

DLA

- DLA 1st Qtr Savings: \$843K
- DLA CB Savings to Date: \$722K
- 1st Qtr Cost Avoidance
 - \$105.5K / \$2.27M (projected lifetime)
- Potential Return to Work (RTW)
 - 37 Claimants
 - \$733.3K Yearly, (\$1.9M Lifetime)
 - 2 Claimants offered (RTW)



Exit Survey Results

4th Quarter FY 03

- **Top five reasons employees left DLA (4th Quarter)**
411 left DLA
143 surveys
 - VERA/VSIP.
 - Higher-level manager's style/competence in organization.
 - Chance of getting promoted in the future.
 - Immediate supervisor's managerial style/competence.
 - Level of job stress is high.
- **Top five reasons employees left DLA (3rd Quarter)**
226 left DLA
60 surveys
 - Chance of getting promoted in future.
 - Higher-level manager's style/competence in organization.
 - VERA/VSIP.
 - Organizational rules and policies worked under inhibit performance.
 - Opportunities to participate in important decisions affecting work.